

## JOB DESCRIPTION

<b>Job Title:</b>	Student Recruitment Assistant	<b>Grade:</b>	<b>SG3</b>
<b>Department:</b>	UK Student Recruitment	<b>Date of Job Evaluation:</b>	June 2024
<b>Role reports to:</b>	Student Recruitment Lead	<b>SOC Code</b>	
<b>Direct Reports</b>	N/A		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

### **PURPOSE OF ROLE:**

The Student Recruitment Assistant will be carrying out a range of routine reporting related tasks to support making informed decisions on recruitment and conversion led projects. This will involve following process manuals and guidance to report on enquiry channels, conversion projects and supporting market research to ensure we have sight on competitors' activity, The post holder will be involved with all applicant groups including Undergraduate, Postgraduate, Home and International, to support the team in delivering a consistently high quality of service to all.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- Provide day to day customer service support as the first point of contact with the university, ensuring all enquiries are being answered promptly to meet our service level agreement.
- Capture and record accurate enquiry data, complying with data protection guidelines as set by the Directorate and the University of Greenwich.
- To develop and maintain a good knowledge of the UK education system
- Provide operational support for Confirmation, Clearing and Welcome.
- Perform routine tasks with set standards or procedures within set IT systems, for example:
  - Reporting of Enquiry management Operations daily (Openscape, Livechat and CRM)
  - Ensuring our video content is digitally accessible (subtitling)
  - Setting up events and its' workflows on 3rd party platforms such as Gecko/Vepple
  - Monitoring of ambassadors and their performance on Enquiry Management Channels.

- Supporting the set up and delivery of University Higher Education Events with direction from Student Recruitment Lead and Student Recruitment Operations Manager.
- Other tasks as necessary set out by the Student Recruitment Operations Manager and Student Recruitment Lead.

**Managing Self:**

- Have a proactive approach at all times
- Ability to work on own initiative without constant supervision
- Ability to work accurately with high attention to detail especially with data
- Have sufficient knowledge or expertise to undertake day to day work without direct or continuous reference to others.
- Keep colleagues informed of work and progress with tasks, to ensure coordination of effort and that work is done effectively.
- Plan, prioritise and organise your own work to achieve agreed objectives
- Any other duties appropriate to the post and grade

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

- Must be willing to undertake an enhanced DBS disclosure check. Satisfactory clearance is a prerequisite for this role to work with children and/or vulnerable persons.
- An ability to work hours and weekends outside of those contracted at certain times of the year, for example clearing, open days, etc.
- A willingness to travel to any of the University's sites and national events as necessary.
- Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

**KEY PERFORMANCE INDICATORS:**

- Data management across all recruitment and conversion projects led by Recruitment Operations
- Improved recruitment across Home Undergraduate and Postgraduate, including Clearing.
- Well trained, knowledgeable, and proactive ambassadors.
- Efficient service levels across all enquiry management channels.

**KEY RELATIONSHIPS (Internal & External):**

- Student Recruitment Lead (line manager)
- Student Recruitment Officers
- Student Recruitment Operations Manager
- Deputy Head of Student Recruitment
- Head of Student Recruitment and Admissions
- Associate Directorate, Student Recruitment and Admissions
- Directorate of Marketing and External Relations staff
- Admissions Team
- UCAS and UCAS Events
- Digital Team
- Student Recruitment Event Manager

**PERSON SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the UK education system</li> <li>• Knowledgeable of UCAS</li> <li>• Awareness of UK level 3 qualifications</li> <li>• Customer Service</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Confident in Microsoft Packages (Word/Excel/Powerpoint)</li> <li>• Organisation and administrative skills</li> <li>• Ability to work accurately with high attention to detail</li> <li>• Interpersonal and communication skills</li> <li>• Presentation Skills</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Working in higher education, or similar environment</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to deliver presentations to various audiences</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Recent undergraduate qualification from University of Greenwich</li> </ul>

**Qualifications**

- Degree or other level 6 equivalent

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich:  
Inclusive, Collaborative and Impactful